

## IN THE CLAIMS

1. (Currently Amended) A method for analyzing the operation of a media delivery device, the method comprising:
  - determining whether a network connection is functional;
  - determining whether a first diagnostic agent is functional, in response to a determination that the network connection is functional;
  - causing the first diagnostic agent, residing on the media delivery device, to collect diagnostic data associated with the media delivery device, in response to a determination that the first diagnostic agent is functional;
  - analyzing the diagnostic data to determine an operational problem associated with the media delivery device and with a second device not physically connected to the media delivery device;
  - removing the first diagnostic agent from the media delivery device;
  - receiving a command in the first diagnostic agent to perform at least one of rebooting the media delivery device, upgrading an operating system in the media delivery device, and performing a remedial action related to the network connection, in response to a determination that the network connection is not functional;
  - uploading a second diagnostic agent to the media delivery device, in response to a determination that the first diagnostic agent is not functional; and
  - removing the second diagnostic agent from the media delivery device.
2. (Original) The method of Claim 1 further comprising the step of uploading the first diagnostic agent to the media delivery device over an alternative network connection, in response to a determination that the network connection is not functional.
3. (Canceled)
4. (Original) The method of Claim 1 further comprising the step of remedying the operational problem.

5. (Original) The method of Claim 4 further comprising the step of uploading a second diagnostic agent to the media delivery device, in response to a determination that the network connection is not functional.
6. (Currently Amended) A diagnostic tool for remotely analyzing and diagnosing the performance of a media distribution device, comprising:
- a data adapter operative to maintain a communication link between the media distribution device and a media delivery service provider;
  - an intelligent diagnostic agent residing in the media distribution device and operative to collect diagnostic data associated with the media distribution device; and
  - a diagnostic service center operative to communicate with the intelligent diagnostic agent over the communication link to retrieve the diagnostic data, to determine whether the communication link is functional, and to determine a performance problem associated with the media ~~delivery~~ distribution device and with a second device not physically connected to the media distribution device;
- wherein the diagnostic service center uploads the intelligent diagnostic agent to the media distribution device in response to detecting the performance problem; and
- wherein the intelligent diagnostic agent removes the intelligent diagnostic agent from the media distribution device and wherein the intelligent diagnostic agent receives a command to perform at least one of rebooting the media ~~delivery~~ distribution device, upgrading an operating system in media ~~delivery~~ distribution device, and performing a remedial action related to the communication link, in response to a determination that the communication link is not functional.
7. (Canceled)
8. (Original) The diagnostic tool of Claim 6, wherein the media distribution device is a set-top box.
9. (Original) The diagnostic tool of Claim 6, wherein the intelligent diagnostic agent is a program module residing in a system memory of the media distribution device.

10. (Original) The diagnostic tool of Claim 9, wherein the intelligent diagnostic agent is executable in the system memory.
11. (Canceled)
12. (Previously Presented) The diagnostic tool of Claim 6, wherein the diagnostic service center can determine whether the diagnostic agent is functional.
13. (Previously Presented) The diagnostic tool of Claim 6, wherein the diagnostic service center can replace the diagnostic agent with a substitute diagnostic agent, in response to a determination that the diagnostic agent is not functional.
14. (Original) The diagnostic tool of Claim 6, wherein the communication link is broadband connection.
15. (Original) The diagnostic tool of Claim 14, wherein the communication link is an asymmetric digital subscriber line.
16. (Original) The diagnostic tool of Claim 6, wherein the communication link is a satellite connection.
17. (Original) The diagnostic tool of Claim 6, wherein the diagnostic service center is further operative to remedy the performance problem.
18. (Original) The diagnostic tool of Claim 17, wherein the diagnostic service center is further operative to remedy the performance problem by uploading a replacement program module to a system memory of the media distribution device.
19. (Original) The diagnostic tool of Claim 17, wherein the diagnostic service center is further operative to remedy the performance problem by establishing a secondary communication link between the media distribution device and the media delivery service provider.

20. (Currently Amended) A self-diagnosing media distribution system, comprising:
- a media delivery service provider operative to transmit a media content stream to a media distribution device;
  - a diagnostic service center for communicating with the media distribution device to retrieve diagnostic data from the media distribution device, to determine whether a communication link between the media distribution device and the media delivery service provider is functional, and to send remedial data to the media distribution device; and
  - an intelligent diagnostic agent residing in the media distribution device and operative to collect diagnostic data associated with the media distribution device and to transmit the diagnostic data to the diagnostic service center wherein the intelligent diagnostic agent is uploaded to the media distribution device in response to detecting a performance problem with the media distribution device and with a second device not physically connected to the media distribution device;
- whereby the performance problem associated with the media distribution device can be remotely remedied; and
- wherein the intelligent diagnostic agent removes the intelligent diagnostic agent from the media distribution device and wherein the intelligent diagnostic agent receives a command to perform at least one of rebooting the media ~~delivery-distribution~~ device, upgrading an operating system in the media ~~delivery-distribution~~ device, and performing a remedial action related to the communication link, in response to a determination that the communication link is not functional.

21. (Currently Amended) A computer program product comprising a computer-readable medium having control logic stored therein for causing a computer to analyze the operation of a media delivery device, the control logic comprising computer-readable program code for causing the computer to:

- determine whether a network connection is functional;
- upload a first diagnostic agent via the network connection;
- determine whether the first diagnostic agent, residing on the media delivery device, is functional, in response to a determination that the network connection is functional;
- cause the first diagnostic agent to collect diagnostic data associated with the media delivery device, in response to a determination that the first diagnostic agent is functional and with a second device not physically connected to the media delivery device;
- analyze the diagnostic data to determine an operational problem associated with the media delivery device;
- receiving a command in the first diagnostic agent to perform at least one of rebooting the media delivery device, upgrading an operating system in the media delivery device, and
- performing a remedial action related to the network connection, in response to a determination that the network connection is not functional;
- upload a second diagnostic agent to the media delivery device, in response to a determination that the first diagnostic agent is not functional; and
- remove the first and second diagnostic agent from the media delivery device.

22. (Previously Presented) The computer program product of Claim 21, further comprising computer-readable program code for causing the computer to upload the first diagnostic agent to the media delivery device over an alternative network connection, in response to a determination that the network connection is not functional.

23. (Canceled)

24. (Previously Presented) The computer program product of Claim 21, further comprising computer-readable program code for causing the computer to remedy the operational problem.

25. (Currently Amended) An intelligent diagnostic agent residing in a media distribution device within a self-diagnosing media distribution system, the intelligent diagnostic agent operative to:

collect diagnostic data associated with the media distribution device;  
transmit the diagnostic data to a diagnostic service center; and  
remove the intelligent diagnostic agent from the media distribution device;

wherein the diagnostic service center is operative to communicate with the media distribution device to determine whether a communication link between the media distribution device and a media delivery service provider is functional and is further operative to communicate with the intelligent diagnostic agent over the communication link to retrieve the diagnostic data, to determine a performance problem associated with the media distribution device and with a second device not physically connected to the media distribution device, and to send remedial data to the media distribution device; and

wherein the intelligent diagnostic agent is uploaded to the media distribution device in response to detecting a performance problem and wherein the intelligent diagnostic agent receives a command to perform at least one of rebooting the media ~~delivery~~ distribution device, upgrading an operating system in the media ~~delivery~~ distribution device, and performing a remedial action related to the communication link, in response to a determination that the communication link is not functional.

26. (Currently Amended) A method of diagnosing media service delivery troubles to a remote site, the method comprising:

- detecting that at least one communication path is at least partially inoperable between a central service center and the remote site;
- detecting an occurrence of a trouble-shooting condition that indicates at least one troubleshooting action should be performed;
- conveying at least one first diagnostic software agent over at least one interface responsive to at least detecting the occurrence of the trouble-shooting condition, the at least one first diagnostic software agent capable of being executed by at least one device at the remote site, wherein the first diagnostic software agent receives a command to perform at least one of rebooting the at least one device, upgrading an operating system in the at least one device, [[and]] performing a first remedial action related to the network connection, and performing a second remedial action related to a performance problem with the at least one device and a second device not physically connected to the at least one device, in response to a determination that the network connection is not functional; and
- deleting the at least one first diagnostic software agent from the at least one device at the remote site.

27. (Previously Presented) The method of claim 26, prior to deleting the at least one first diagnostic software agent further comprising conveying at least one second diagnostic software agent in response to detecting that the at least one first diagnostic software agent is not operational on the at least one device at the remote site.

28. (Canceled)

29. (Previously Presented) The method of claim 26, wherein the at least one first diagnostic software agent is conveyed between the central service center and the remote site over at least one second communication path.

30. (Previously Presented) The method of claim 29, wherein the at least one second communication path comprises a wireless link.
31. (Previously Presented) The method of claim 30, wherein the wireless link comprises satellite communication.
32. (Previously Presented) The method of claim 26, wherein code related to the at least one first diagnostic software agent is stored in the at least one device at the remote site for diagnostic testing and is later removed to conserve memory resources of the at least one device.
33. (Previously Presented) The method of claim 26, wherein the at least one first diagnostic software agent is interactive with a customer through a presentation device.
34. (Currently Amended) The method of claim 1, further comprising the step of entering identification of [[the]]a media delivery device in a service log.
35. (Previously Presented) The method of claim 34, wherein entering the identification of the media delivery device is performed autonomously by the diagnostic agent.
36. (Previously Presented) The method of claim 1, further comprising:  
presenting a user interface over the media presentation device; and receiving input from a user via the user interface.